

**FRANKLIN COUNTY
DEPT of JOB and FAMILY SERVICES
1721 Northland Park Ave.
Columbus, Ohio 43229**

J O B A N N O U N C E M E N T

POSITION TITLE: Customer Support Specialist **PCN:** 107211
(Bargaining)

DEPARTMENT: Medical Support Services/West Center **P. R.:** O3

REPORTS TO: Case Manager Supervisor

RESPONSIBILITIES: Perform customer service functions. Greet customers in person or by telephone to assist customer in meeting current needs, including answering routine questions. Research status of waiver and other public assistance applications. Refer customer to other service agencies as needed; cancel and reschedule case manager appointments. Print and mail out requests for information including applications, reapplications, and income verifications. Annotates CLRC in CRIS-E to document any customer contact; provide information to case manager regarding all customer contact. Maintain unit controls for walk-ins and voice mail messages. Complete weekly mailing for all W-4 alerts. Complete other mailings as requested by customers, case management staff, and supervisor. Scan documents and mail. Maintain supplies for use by unit staff. Re-supply and perform minor service repairs to agency printers and copiers. General typing (letters, unit meeting minutes, completion of forms, etc.) Ability to use PC, CRIS-E, and Child Care. Attend and participate in trainings, workshops, and meetings.

MINIMUM QUALIFICATIONS: A high school diploma or GED is required; supplemented by six (6) months in customer service, office or clerical work; or any equivalent combination of training and experience.

STARTING SALARY: \$11.44 per hour. 180 day probationary period.
Plus a Comprehensive Benefits Package

DATE POSTED: Tuesday, February 28, 2012

DEADLINE TO APPLY FOR INTERNAL APPLICANTS: Monday, March 05, 2012, at 5:00 pm

DEADLINE TO APPLY FOR EXTERNAL APPLICANTS: Monday, March 12, 2012, at 5:00 pm

If interested, please go to www.franklincountyohio.gov/Commissioners/hr and apply on-line-
EOE-